

Policy and Procedure	Date Issued 1/1/2010	Section Wiser Choice	Policy Number QA-9	Page 1
Milwaukee County Behavioral Health Division  SAIL	Date Revised 8/1/2011	Subject: Wiser Choice Coordination of Services		

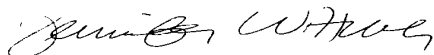
## 1. POLICY:

It is the policy of the Behavioral Health Division (BHD) Wiser Choice to have a team approach across Providers. The team functions with the client in an interactive process to develop a plan, based on client strengths, values, and preferences that will lead to favorable outcomes. All Providers of services are required to coordinate the care of each of the participants/service recipients with other Providers of care for the client. The quality of Wiser Choice service delivery system depends on coordination, cooperation, and collaboration.

## 2. PROCEDURE:

- A. Each Provider shall cooperate with the efforts of each client's Recovery Support Coordinator (RSC) or Case Manager (CM) to coordinate the delivery of the services contained in the Single Coordinated Care Plan (SCCP) and the completion of the outcomes data collection interview, which includes the Government Performance and Results Act (GPRA), the Division of Mental Health and Substance Abuse Services (DMHSAS) and the Human Services Reporting System (HSRS) data. Collaboration includes membership on the client's Recovery Support Team and full participation in Recovery Support Team Meetings. The Recovery Support Team consists of both formal and informal/natural supports. Formal supports include representatives from each system with which the client is involved (e.g. criminal justice, child welfare, W-2, AODA treatment, mental health, etc.), as well as each of the client's recovery support service providers. Examples of informal/natural supports include relatives, friends, neighbors, clergy, congregation members, etc. The long-term purpose of the Recovery Support Team is to support the client in their recovery. The short-term purpose of the Recovery Support Team is to assist the client to develop and achieve the goals of the SCCP, which incorporates all the goals of the client as well as the requirements, resources, and contributions of each team member. Providers must contact the RSC/CM agency regarding the client's contact information when client begins and ends treatment as well as when contact information changes during the treatment episode. Providers must return any phone calls the RSC/CM may make to the Provider inquiring on the client's status at their agency, within one business day.
- B. Each Provider shall cooperate with the efforts of the Recovery Check Up (RCU) Provider in the completion of the Client Outcomes data collection interview. Some clients with a RCU will not have a RSC/CM with Recovery Support Team meetings or SCCPs, but Providers must contact the RCU agency when a client's contact information changes or when the client begins and ends treatment. Providers must return any phone calls the RCU Provider may make to the Provider inquiring on the client's status at their agency, within one business day.
- C. Failure to comply with above requirements will result in progressive sanctions including placement on conditional status, suspension of new referrals and/or removal from the Wiser Choice Provider Network.

Reviewed & Approved by:



**Jennifer Wittwer, Associate Director  
Adult Community Services Branch**